



CITY OF SAN ANTONIO
ANIMAL CARE SERVICES
DEPARTMENT

FY16 Annual Report

*Making the
impossible*
POSSIBLE!



FROM THE DIRECTOR'S DESK



ACS Director

What a wonderful year of progress and success at Animal Care Services! The ongoing commitment of our City Leaders, our stakeholders and our lifesaving partners have made for a year of positive impacts in the midst of historic changes here at the shelter. We made one of those big changes in my own household when my family decided to adopt our first dog, **Misha**. We adopted our sweet Jack Russell girl from ACS several years ago and she has been teaching us life lessons ever since. She's taught my children compassion and responsibility for others as well as the value of an occasional nap. She helps my wife and I take even more joy in our role as caregivers and to cherish every moment in our sometimes crazy full house. Misha's example and her love of simple, everyday things has

taught us what matters as a family. I hope that you too can find your own Misha - maybe at ACS or through a local shelter or pet rescue. Anywhere you find your new family member, I know you'll find out what unconditional love is and one of the best lessons our pets teach us - **Family is family. Two legs or four.**

CHAIR'S CORNER

Another fiscal year has come to a close at Animal Care Services! I enjoy looking back on the last year and seeing how far we've come as a community. I think celebrating our successes is just as important as identifying areas we need to improve - this is how we create a better shelter for pets *and* people. We are proud of our increased Live Release rate (88%!) and we've seen increases in both spay/neuter surgery numbers and return to owner rates. Bite cases are down but we still see far too many roaming animals in our neighborhoods. **What's the answer?** Certainly education and an understanding of the way irresponsible pet owners can effect us all. Community engagement is one way to increase public knowledge of the importance of Responsible Pet Ownership. You can **HELP**-volunteer, foster, adopt, talk to your friends and family.





ACS Advisory
Board Chair

Provide that example. Show off your pet pride!

STRATEGIC PRIORITIES



at a glance

<div>  STRATEGIC PRIORITY: ENHANCED ENFORCEMENT  </div>		
Performance Indicator	FY15 TOTAL	FY16 TOTAL
Call-for-Service Requests (Total)	102,855	100,962
Call-for Service Requests (Citizen Initiated)	74,563	69,184
Call-for-Service Requests (ACS Initiated)	28,292	31,778
Impoundments (Overall)	29,727	31,811
Citations/Warnings	7,136	10,933
Bite Cases	3,782	3,492





MANTEGA A LAS MASCOTAS FUERA DE LA CALLE.

ESTERILECE A SUS MASCOTAS



WWW.SAACS.NET

<div>  STRATEGIC PRIORITY: ENGAGE & EDUCATE THE COMMUNITY  </div>		
Performance Indicator	FY15 TOTAL	FY16 TOTAL
Microchips Implanted (Free 5K)	3,558	7,390
CNSI Homes Visited	18,810	26,200
Adult Education Interactions	1,183	18,052
Child Education Interactions	96,315	79,610
Schools & Events Visited	169	596



STRATEGIC PRIORITIES

at a glance



<div>  STRATEGIC PRIORITY: CONTROL STRAY POPULATION  </div>		
Performance Indicator	FY15 TOTAL	FY16 TOTAL
Spay/Neuter Surgeries (ACS)	14,658	18,729
Spay/Neuter Surgeries (Partner)	13,458	12,350
Dead Animal Pick up	22,796	21,321



<div>  STRATEGIC PRIORITY: INCREASE LIVE RELEASE RATE  </div>		
Performance Indicator	FY15 TOTAL	FY16 TOTAL
Live Release Rate	85%	88%
Adoptions	6,673	7,192
Rescues	13,257	13,096
Return-to-Owner	3,668	5,769
Trap-Neuter-Return	937	1,051
Total Euthanasia	4,334	3,569
Volunteer Hours	14,095	16,397



◀ Looking Back on FY16

- 🐕 -88% overall Live Release rate for year!
- 🐕 -Animal bite cases down 8%
- 🐕 -Increased intake AND increased live release!
- 🐕 -In house surgeries up an amazing 28%!
- 🐕 -23% rise in registered microchips!
- 🐕 -Highest pet adoption rate in Bexar County
- 🐕 -209 Education presentations at local schools
- 🐕 -16% increase in volunteer hours
- 🐕 -More than 13 thousand pets rescued by our partners!



- 🐕 -1,461 wonderful foster families helping ACS pets
- 🐕 -26,000 homes visited during monthly blockwalks
- 🐕 -More than 5,700 pets returned home by ACS efforts!



Moving Ahead to FY17▶▶

- 🐕 -New low cost spay/neuter clinic at Brooks City Base!
- 🐕 -4Paws Project for needy pet owners!
- 🐕 -Court approved responsible pet ownership classes
- 🐕 -Assigned District Officers in high risk neighborhoods
- 🐕 -Enhanced intake to keep pets out of the shelter!
- 🐕 -Streamlined animal permit law revisions
- 🐕 -More off-site pet vaccination clinics!
- 🐕 -New spay/neuter opportunities at off-site events!





Animal Care Services'
mission is to encourage
responsible pet ownership
by promoting and protecting the
health, safety and welfare *of the*
residents & pets of San Antonio through
education, enforcement and
community partnership.